

A top-down view of a desk with a laptop, keyboard, mouse, and a small plant. The laptop screen shows a website with a user picker field. The text 'Hidden Fields' is overlaid on the image.

Hidden Fields

When adding fields onto your canvas in the form editor you have the option to make any field hidden, so that individuals completing the form won't see that particular field. You can then use this hidden field to essentially assign the submission to a user within the platform. It's hard to visualise how this might work but bear with me as I'll highlight how this can be used effectively in this video tutorial.

I'm editing this form here and if I drag and drop a user picker field onto the canvas, the field settings will be displayed in the panel to the left and as you can see, you have the ability to toggle the Hidden Field option on by selecting it.

This form is going to be used so that members of staff can report IT issues to their IT support team. The field I've just added will be hidden until a member of the support team has viewed it and either assigned it to themselves or a member of their team using the user picker. For the purpose of this video, I'll go through each step to show you what each user will see during the process.

The form has now been added to the staff dashboard in the IT support page. So as a member of teaching staff, I'll fill out the form and submit it.

I'm happy with all the details I've added into here and as expected, this staff user is unable to see the user picker field in the form. I'll now click submit. At the bottom, all the tickets I have raised are being displayed here using the data viewer widget, so I can easily keep track of them.

I'll now log in as a member of the IT support team. On the IT support page, there are two data viewer widgets that are set up to display different information. I've used a combination of Form Security settings and different rules added to the data viewer widgets, so that the information displayed is tailored individual users and profiles. For more information on how to set up your forms to display different information, please see the form security and the data viewer widget advanced settings tutorials in this series.

this top table here is set up to display all tickets raised via the form and the one below will display the tickets assigned to me. As you can see, the form that was just filled out by the teacher profile is shown in this top table here. I'll check the results of the form and scrolling across I can see that no one in my team has been assigned the ticket as this 'assigned to' user picker field is empty.

What I'll now do is edit the form by clicking on it, selecting the action cog and choosing the edit submission option. Using the user picker field that is hidden, I can then search for and select myself and then save the form. This ticket is now assigned to me and will be displayed in the My tickets area here.

If I now go back to the logged in teachers' profile, I can check the status of my tickets and can see that this ticket has been assigned to a member of the IT support team so I'm happy this is being dealt with.